

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes North Conference Room
October 8, 2003 at 1:30 p.m.**

| Agenda Item | Notes |
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| Members Present: | Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair-AFSCME, Bev Schmeling-Public Safety, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Cindy Morton-Revenue, Lance Noe-Drake, Bill Gardam-Human Services, Karen Sinclair-Treasurer |
| Member Absent: | Dean Learner-Inspections & Appeals, Roger Stirler-Education and Penny Westfall-Law Enforcement Academy |
| Other Attendees: | Nancy Berggren-DAS-HRE, MaryAnn Hills-DAS-HRE, Ed Holland-DAS-HRE, Daryl Frey, DAS-HRE, Dave Werning-Inspections & Appeals and Carol Stratemeyer-DAS-GSE |
| Opening Remarks: | <ol style="list-style-type: none"> 1. Chairperson Nancy Richardson called the meeting to order. 2. Cindy Morton, made the motion to approve the minutes from the September 24, 2003 meeting and John Craig, Vice-Chair 2nd the motion. 3. The motion carried and the minutes were approved. |
| Updates: | <ol style="list-style-type: none"> 1. Nancy Berggren reported that Mollie Anderson and staff from DAS met with Cindy Eisenhauer and staff from DOM on September 26. At that meeting it was determined that the Merit Billing would not be a cost to departments beginning in FY 05. Work is being done within DAS to ensure all appropriate steps for eliminating that billing are completed. 2. Billing departments for HRE services will begin in FY 05. General Services will also be billing in FY 05. A final decision has not been made for ITE. 3. Denise Sturm will attend the next HRE Customer Council meeting on 10-22-03. She will discuss how money will be distributed, and the FY 05 budget. 4. Denise will calculate rates after the allocation method has been determined and will provide those to the customer council for review. |
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| Handouts | <ol style="list-style-type: none"> 1. Nancy Berggren handed out: <ul style="list-style-type: none"> • Employee Information by Merit Status and Condition of Employment • All Department Positions Report, Pay Period Ending 9/11/03 2. Bill Snyder handed out: <ul style="list-style-type: none"> • Potential HRE Utility Service Bundles. |
| Discussion | <p>The Customer Council discussed the method of rate allocation. It was determined that the rate would be based on:</p> <ol style="list-style-type: none"> 1. Filled positions only 2. Realtime data/quarterly or monthly 3. The council may decide to have further discussion on whether to have a separate fee for temporary positions. |

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| Executive Branch Bundling: | <p>The Council discussed bundling of services and how to do that. It was decided that the pink sheet labeled as basic services and distributed by HRE at a previous meeting would be used as a guide. Bill Snyder and HRE will work on making appropriate revisions to that form for the next meeting. It was also determined that HRE will draft the following for the next customer council meeting:</p> <ul style="list-style-type: none"> • Basic service lists for the Regents, Judicial, Legislature, Community Based Corrections, Central Libraries and Retirees • Rates for the service enhancements • Levels of service for the Basic Services • Planning document that reflects the timeframes for rate setting each year. <p>The Council briefly discussed how to obtain feedback from customers regarding the rates and the level of service after both of those have been determined. Further discussion about that will take place at the next meeting.</p> |
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| Topics for next meeting: | <ol style="list-style-type: none"> 1. Denise Sturm will distribute FY budget and provide information regarding distribution of funds. 2. Council will review additional materials and continue discussing the allocation method. 3. Communicating with departments about rates and levels of service. |
| Next meeting: | October 22, 2003 at the <i>Lucas Building, 5th Floor, S, Side #1, #517</i> room at 1 p.m. |
| Meeting Adjourned: | The meeting was adjourned at 3:25 p.m. on 10-08-03. |